

The need analysis of English material on Hotel Hospitality students at SMKN 1 Bojonegoro

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Abstract

Need analysis is an essential thing in ESP. It is really important for designing curriculum and material especially in English for specific purpose. This research aims to find out the students' needs at Hotel Hospitality at SMKN 1 Bojonegoro. This research is classified as mixed method research design. It used two kinds of instruments namely questioners and interview guidelines. The questioner aims to gain and collect information from students especially their needs related to English teaching and learning. While, interview guideline is used to gather information from English teacher and the expert. The result shows that there are some skills and language components that students at hotel hospitality need related to English materials. All skills are generally important for them. 79% students said that all skills are very important. Listening dominantly students said that listening (50%) and speaking (83%) are very important for them. Grammar (83%) and vocabulary (83%) are really important for them. While at school, the ESP approach is not applied yet, as a result, it influences on choosing materials. It can be concluded that in designing materials, the teachers and curriculum maker should do need analysis and analyze what actually students need and work need. In choosing materials, they have to consider what students skills that students need at hotel hospitality.

Keywords: need analysis; ESP; vocational high school

INTRODUCTION

Communication plays important roles in any situations. Commonly, it needs media to deliver information in communication. Language is truly needed as media of communication. Dealing with language, English is one of languages that commonly is used by people around the world. It is used as international language in any fields such as in business, trade, science, education, and other occasions. That is why English is really important to be mastered and learned.

Regarding the importance of English in use of communication, English is included as compulsory subject at school. It is learned from elementary until university level. Unfortunately, teaching and learning English is not an easy job especially for non-speaking English countries. All elements such as curriculum makers, teachers, and

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stakeholders should prepare everything well such as curriculum, media of learning, teaching technique, material and others. Curriculum and material are crucial parts in teaching and learning English. Good and appropriate materials will lead effective teaching and learning English. Consequently, it will help in reaching the goal of learning. As a teacher, she or he should prepare, choose and select appropriate materials for the students based on the level of students and students' need. Relevant materials will easily lead and discover students' ability.

Talking about teaching and learning English, senior high school and vocational high school have different goal related to teaching and learning English. In vocational high school, students are expected to develop their competency and ability in certain or specific field of work. It can be understood that they need to fulfill requirements of specific field of work. They need to be professional and skillful in specific field of works that they concern on. English also takes part in developing students' skill and competency in their major. In globalization era, English is really counted as urgent requirements in hiring a job. As a result, vocational high schools have to prepare their students to be proficient in English.

According to competency based curriculum 2006 (KTSP 2006) English is taught to give students communicative use of English needed for their future job field. It means that English is used as communicative purpose at their specific major. For instance, hotel and hospitality students, they need to understand and learn about English related to the hotel, reservation, how to serve the guests and so on. Realizing the goal of teaching and learning English as vocational high school, ideally teachers have to teach and give students appropriate materials based on students' need. As a result, students are expected to have good ability both communication and proficiency at their specific field. In fact, the condition is contrast with the ideal one. Based on interview that did on May 5th, 2018, the teacher at vocational high school (SMKN1) Bojonegoro said that most of materials that are given to the students were not in line with students' specific major. Most of lessons are commonly for general purpose and not specific one. Of course, it can be fatal one if vocational students do not get what actually they need. Take an example from hotel and hospitality major, ideally students are given materials related to hotels and hospitality such as how to handle guest, how to make reservation, how to give explanation related to the hotel to the guests and so on. In fact, students still learn general English such as narrative text and so on. It can be said that there is a gap between ideal condition and the real condition. Due to the problems and the gap above, the researchers conducted a research related to need analysis at hotel and hospitality major.

Regarding to the explanation above, need analysis is urgently needed to be conducted. It aims to identify and get specific information about what actually students need. A lot of experts talk and explain about need analysis. Brown in Rostami and Zafarghandi (2014:2) explains that need analysis is the same as need assessment. It deals with a process of gathering information through various activities and from different groups of informants to determine their particular learner needs. It can be understood that need analysis is such a kind of process to get specific information from

certain group to identify their needs and wants. In addition, Richards as summarized by Qasemi (2015:65) explains that need analysis is administered to find out what the learners will need to deal with in foreign language in the target situation and how the learners could be proficient in the target language through the period of teaching. It can be known that need analysis deals with an investigation to get information about what students need in target language and the goal of learning is students are able to be proficient in foreign language in specific major. In line, Evans and St. John (2008:122) propose that need analysis can be defined as corner stone of ESP and leads to every focused course. It means that need analysis is the main point in English for specific purpose because by knowing and identifying students' need, it will be easy to formulate and define specific goal that have to be achieved by the students in specific major or field. Based on some related theories about need analysis, it can be summarized that need analysis is starting point especially in ESP to identify, to investigate and to find out what actually students need in specific major. It also deals with language proficiency. Need analysis is very important as a basic investigation to design appropriate curriculum and materials for teaching and learning specific purpose.

Dealing with need analysis, one of related topics is about English for Specific Purposes (ESP). ESP is such a kind of approach that closely related to students' need. It is supported by Hutchinson and Waters as quoted by Dedy Nurefendhi (2013:27) argue that ESP is not language methodology which teachers specialized varieties of English and consists of a specific type of learning materials but it is an approach to language learning which is based on the learners' need. It can be understood that ESP is not methodology but it is an approach which is oriented to the needs of students especially in learning language. It aims to help and develop needs based learning in vocational or specific purposes. In line, Jeremi Day and Mark Krzakowski (2011: 5) explain that ESP involves teaching and learning specific skills and language needed by particular learners for particular purpose. They add that ESP totally contrasts with general English which is aimed at very wide range of learners. It can be known that ESP is oriented and based on particular needs for particular students. Simply, ESP deals with teaching and learning is based on particular need and students. The main point of ESP is needs.

In summary, ESP is closely related and oriented to students' need and particular students. It means that ESP is such an approach for teaching and learning language for particular needs and particular students. The starting point of ESP is need analysis. Through need analysis, teachers and curriculum makers can get appropriate and sufficient information related to students' need, lacks and wants. Consequently, those information can be the main considerations to design and choose curriculum and materials of teaching and learning. Both of them are related each other. Before designing and formulating curriculum, need analysis have to be conducted to get specific information. It also related to selecting materials as well.

Hotel and Hospitality is one of majors at SMKN 1 Bojonegoro. It commonly deals with hotel service, how to handle guests and anything that related to tourism and hotel. Dealing with the problem above, the researchers were interested to conduct the research about need analysis for English materials for hotel hospitality students at

SMKN 1 Bojonegoro. This research was intended to answer the question about what are the hotel and hospitality students' needs related to English materials and English skills at SMKN 1 Bojonegoro.

METHOD

The design of this research was classified as survey research. Craswell (2012:376) argues that survey research defines as a quantitative research which the researchers administer a survey to a sample or the entire population of people to describe the attitudes, opinions, behaviors or characteristics of population. In addition, the procedure of this research is collecting number of data by using questionnaires and statistically analyze the data to describe the result. Gay (2012: 184) explain that survey research is collecting the data to answer the questions about people's opinions on some topic or issue. Based on the explanations above, it can be understood that survey research is appropriate in this research since the researchers tried to gather the data about the students' and teachers' opinion about the needs of tenth grade hotel and hospitality students at SMKN 1 Bojonegoro.

The participants of this research were all the tenth grade students who take hotel and hospitality field of study at SMKN 1 Bojonegoro. The researcher also did interview with the English teachers who teach the students. In this research, the researchers used two kinds of instruments namely questionnaire and interview guidelines. The questionnaire was distributed to the students while interview guide line was used to gain information from the English teacher at SMKN 1 Bojonegoro.

FINDINGS AND DISCUSSION

Based on the analysis questionnaire, the data are presented in Table 1.

Table 1. The Distribution of Students Need Analysis

Skills	Very Important		Important		Less important		Not important	
	F	%	F	%	F	%	F	%
All Skills in English	19	79%	5	21%	0	0	0	0
Listening	12	50%	12	50%	0	0	0	0
Speaking	20	83%	4	17%	0	0	0	0
Reading	16	67%	8	33%	0	0	0	0
Writing	13	54%	9	38%	2	8%	0	0
Grammar	20	83%	4	17%	0	0	0	0
Vocabulary	20	83%	4	17%	0	0	0	0

Based on the data in Table 1, it can be explained that actually all skills in English are really important for hotel hospitality students at SMKN 1 Bojonegoro. It can be seen from the data above. 79% students choose that all skills are very important. It means hotel and hospitality students need all skills in English. While, 50% students say that listening is very important at their major. 50% students say that listening is important for them. It can be understood that listening is really needed for hotel and hospitality students. It means they need to develop their listening skill. Dealing with hotel and hospitality, listening plays important role in communication. It means students have to be proficient in comprehending what the speaking are saying. Talking about speaking skill, 83% students of hotel and hospitality major say that speaking is very important. 17% students say that speaking is important. It means that speaking is urgently needed by the students. Dealing with hotel and hospitality major, it is also related to tourism. It means students of hotel and hospitality major need to be professional and proficient in speaking. Of course, it will be used to communicate and make conversation related to hotel reservation and so on.

Related to reading, 67% students say that reading is very important for them. While 33% students say that reading is important. It can be simplified that reading also play important role in hotel and hospitality major. It means that students also need be proficient in understanding and comprehending reading well. Students need to be able to understand certain terms and text related to the hotel and hospitality major. 54% students say that writing is very important to be learned at hotel and hospitality major. 38% students say that writing is important for them. Only 8% students say that writing is less important. It can be understood that writing skill also takes part at hotel and hospitality major. It means students still need to learn writing. But they do not intensively learn about it. Dealing with grammar and vocabulary, both of them are very crucial in teaching and learning English. 83% students say that grammar is very important to be learned. 17% students agree that grammar is important for them. It means that students need to learn about grammar. Of course it is related to what they need at hotel and hospitality students. Dealing with vocabulary, 83% students agree that vocabulary is very important. 17 students say that vocabulary is important for them. It can be understood that students urgently need to learn about specific vocabulary related to hotel and hospitality major. They need to understand and comprehend a lot of certain vocabularies that commonly and urgently are used in hotel and hospitality major. For instance, they need to learn about vocabularies related to hotel reservation, terms and other.

Based on the explanation above, it can be summarized that all skills are important for students to be learned. But there are some skills that urgently to be priority. It means students are expected to be proficient and capable in using that skill well. Especially at hotel and hospitality major, dominantly students really need to learn deeply about listening and speaking because they closely related to business, tourism and other matters. Realizing the importance of oral communication, hotel and hospitality major need to deeply learn speaking and listening. Students need to be proficient in greeting guests, how to treat and give service to guests, how to handle

guest for booking reserving the rooms and others. Both listening and speaking are related each other and they are closely very important and needed for students.

Grammar and vocabulary are also very important for students. Students need to learn some certain tenses, and they need to understand parts of speech and so on. Students also need to understand and learn about certain terms about hotels and hospitality. For instance, students should be familiar with hotel terminologies such as booking, check out, check in, reservation, cancelation, appointment and others. In short, students need to learn about certain and specific materials related to hotel and hospitality. It aims to make them focus on their urgent materials and skills. As a result, they are expected to be proficient and they are ready to work based on the right field of works. Consequently, students are ready to work and they can be proficient, professional and qualified workers.

In addition, appropriate teaching and learning material at hotel and hospitality, there are some considerations components that are written in the questionnaire. The result as shown in Table 2.

Table 2. Components in English Teaching and Learning Materials

Statement	Strongly Agree		Agree		Disagree		Disagree	
	F	%	F	%	F	%	F	%
Related to the job units	17	71	6	25	1	4	0	0
Waktu belajar yang cukup dan sesuai	11	46	10	42	3	13	0	0
Using authentic materials	9	38	15	63	0	0	0	0
There should be vocabularies and grammar that related to English skills	16	67	8	33	0	0	0	0
Focus on specific English skills that really needed by the students.	14	58	6	25%	4	17	0	0

The Table 2 shows that the learners tend to agree about the teaching and learning materials which was designed related to their job units. It can be seen from the table that 71% students strongly agree that the materials that given should be related to their job units. 25% students agree that materials should be related to their job units. Only 4% students disagree with it. Then, teaching and learning materials ideally use authentic materials. 38% students strongly agree with using authentic materials in teaching and learning English at Hotel and hospitality major. 63% students agree about using

authentic materials in teaching and learning English. it can be understood that it will be easier and better for students when the teaching and learning materials use authentic materials. They can truly feel and enjoy the lesson like real situation. Students also need teaching and English material which give and present vocabularies and grammar that really needed by them. 67% students strongly agree that their materials ideally have appropriate and specific vocabularies that related to their major. 33% students agree with it. Teaching and learning materials should focus on specific English skills that they really need. 58% students strongly agree with it. 25% students agree and only 17% students disagree with it.

In summary, the table above described that student's expectation about English teaching and learning very highly agree about materials based on needs and specific major. It means that students at hotel and hospitality major expect that English teaching and learning materials have to be relevant and based on what students need and job field needs. Consequently, it will help them easier to understand the materials in teaching and learning process. It is in line with the explanation from Jeremi Day and Mark Krzaknowski (2011: 5) argue that ESP involves teaching and learning specific skills and language needed by particular learners for particular purpose. It means that students of hotel and hospitality major ideally learn specific skills and language needed for particular purpose. Students need to be taught with specific materials that truly relevant with their major and goals. Ideally students can learn some certain and specific materials related to hotel and hospitality, how to handle guest, make reservation, time and date, and so on. Those materials are really relevant with their specific major. As a result, they will be familiar and proficient with their particular major. That is why need analysis is very important as a starting point to design and create appropriate curriculum and teaching materials based on students' need. As the statement from Brown in Rostami and Zafarghandi (2014:2) explains that need analysis is the same as need assessment. It deals with a process of gathering information through various activities and from different groups of informants to determine their particular learner needs. The information from the students can be important consideration in designing and creating materials for them. In short, vocational high school should be based on students' need and what job field needs. Especially at hotel and hospitality major, most of materials ideally consist of certain expressions of hotel, greeting, making reservation and so on. Students do not need general English but they need specific and particular materials based on their own major.

CONCLUSION

In conclusion, teaching English at vocational high school is different from teaching English at senior high school. It means that teachers, practitioners and curriculum maker consider about the goal of learning. Vocational schools are oriented on proficiency and professionalism on specific or particular major. It simply can be understood that students are prepared to be proficient, compatible and professional at their specific major because they will be ready to work based on their particular major. It is closely related to English for Specific purpose which concern on particular skills for particular learners. Need analysis is as a starting point to gain information what

students need especially in learning English. At hotel and hospitality major, there are some specific skills found and needed by the students. They are speaking and listening. It does mean that they ignore other skills but both of speaking and listening are their priority and focus in learning. Regarding to grammar and vocabulary, hotel and hospitality students need to learn specific and particular vocabulary related to their major. Based on students' need, teacher can choose and select learning materials based on students' need and job field needs. It will be helpful for students to make them easily understand and comprehend the materials.

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